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JUL 2 5 2002

LIST OF REFERENCES CITED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO.	APPLICATION NO.
10480-0007-999	09/781,591

APPLICANT
Luosheng Peng

FILING DATE	GROUP
February 8, 2001	2663

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
DD	AA	US 6,304,906 B1	10/16/01	Method and Systems for Allowing Data Service Systems to Provide Class-Based Services to Its Users			8/6/98
DD	AB	US 6,023,722	2/8/00	High-Availability www Computer Server System with Pull-Based Load Balancing Using a Messaging and Queuing Unit in Front of Back-end Servers			7/23/97
DD	AC	US 2001/0040887 A1	Pub. Date: 11/15/01	Apparatus and Methods Enhancing Call Routing to and within Call-Centers			7/10/01

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JUL 3 1 2002
Technology Center 2600

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

EXAMINER Duc Duong	DATE CONSIDERED 8/7/04

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.